



46TH ANNUAL INDIANA CONSORTIUM

of

STATE AND LOCAL HUMAN RIGHTS AGENCIES CONFERENCE

PRESENTED *by:*



Breakthrough Hiring: Employing People with Disabilities

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*Think
Differently*

What is “Disability?”

Some examples of disability...

Hidden Disabilities

Psychiatric Disability

Dyslexia

ADD/ADHD

PTSD

Autism

Visible Disabilities

Cerebral Palsy

Down Syndrome

Amputations

Muscular Dystrophy

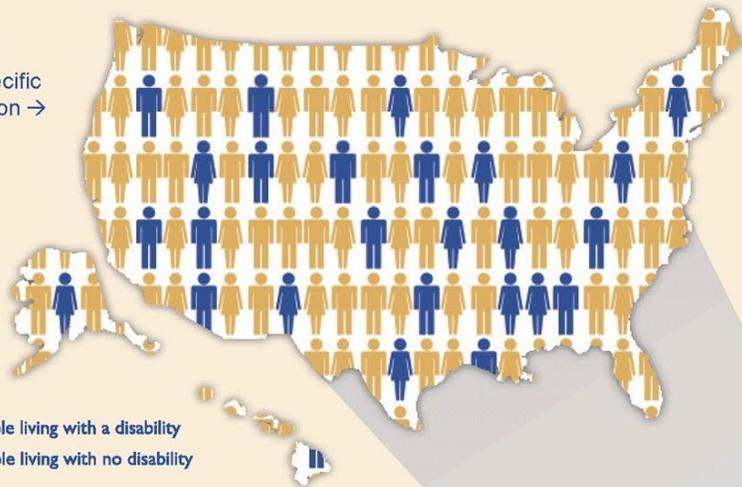
Spina Bifida

Disability Impacts ALL of US



61 million adults in the United States live with a disability

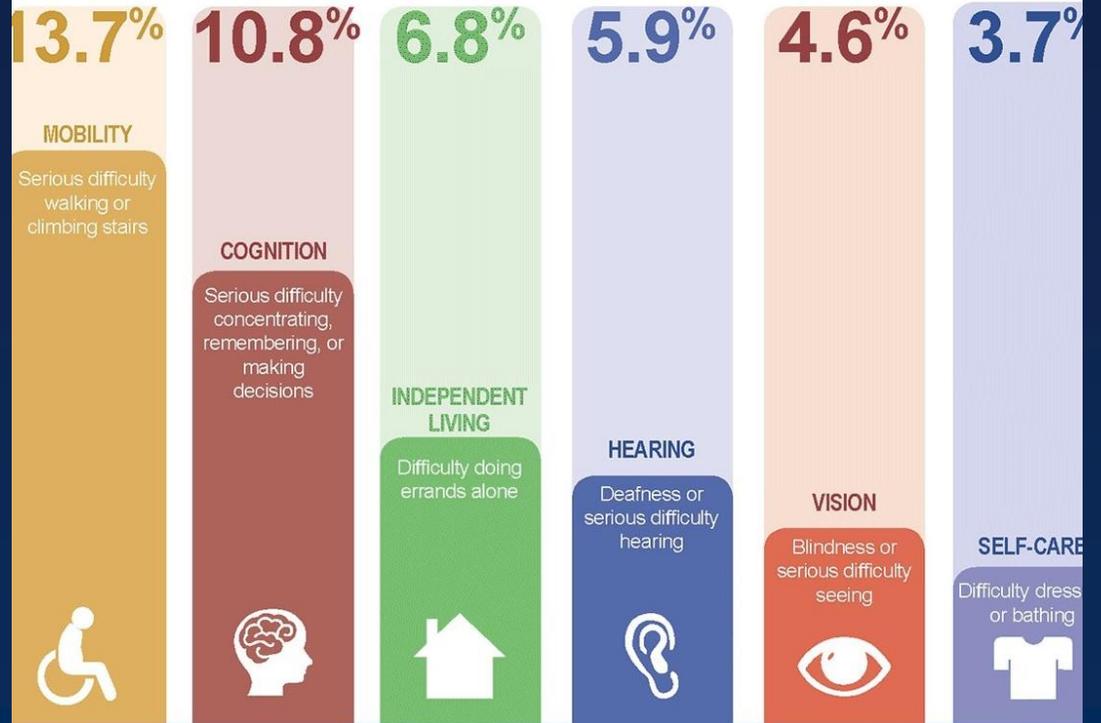
Click for state-specific information →



26% of adults in the United States have some type of disability
(1 in 4)

The percentage of people living with disabilities is highest in the South

Percentage of adults with functional disability types



Disability and COMMUNITIES

TRUE OR FALSE?

Considerable expense is necessary to accommodate workers with disabilities?

FALSE

OVER 66% ACCOMMODATION COST ARE BETWEEN

\$0-\$500

TRUE OR FALSE?

Certain jobs are more suited to persons with disabilities?

FALSE

AS WITH ALL PEOPLE, CERTAIN JOBS MAY BE BETTER SUITED TO SOME THAN TO OTHERS.

TRUE OR FALSE?

People with disabilities are less likely to have accidents than other employees?

TRUE

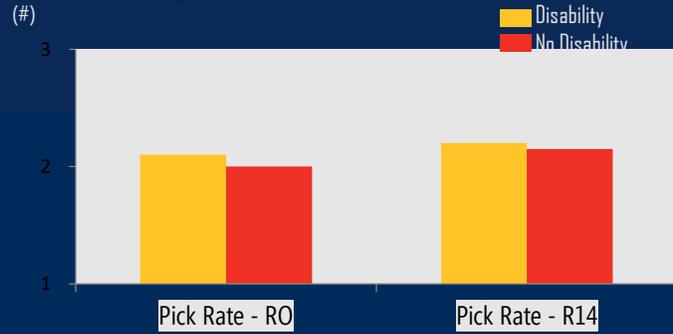
Walgreens Was The Pioneer



- Walgreens's Supply Chain & Logistics division (10,000 employees) adopted an aggressive inclusion program in 2004, lead by Randy Lewis (VP Global Supply Chain) & initially supported by James Emmett (PFF), and Deb Russell (2006-2013)
- The Anderson, SC pilot site achieved a 1:3 ratio of employees with disabilities to employees without.
- Expanded to include 20 distribution centers across the U.S. successfully employing 1,200+ people with disabilities. Outcomes from the program were a huge success – some of the highlights showed:

Higher productivity

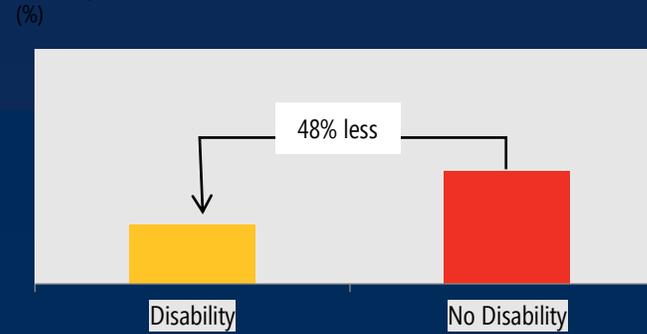
Relative picking rate comparison



Disclosed population had higher productivity on all 3 split cases (RO,R14; TE-TN)

Lower turnover

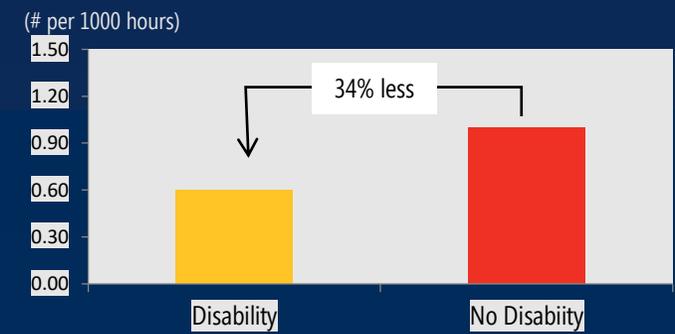
Employee turnover



Turnover for disclosed was 48% less than the remaining population

Better safety record

Relative Incidents-Accidents



the remainder Disclosed had 34% fewer events than ning driving population

FEARS AND STIGMAS



Fears and stigmas are natural. We all have them.

Having fears and stigmas about people with disabilities is no different

NOT ADDRESSING YOUR FEARS AND STIGMAS IS A GUARANTEED WAY TO HINDER YOUR DIVERSITY PLAN



DON'T JUDGE A BOOK BY ITS COVER

KEY CUSTOMER BASE



- 1 in 4 Americans has a disability
- 56 million people with disabilities in the US
- People with disabilities have \$220 billion in discretionary spending power
- Individuals with disabilities exhibit strong brand loyalty
- Largest "untapped" labor market

THE DISABILITY INCLUSION ADVANTAGE



Companies that
improve disability
inclusion over time are

**4X MORE LIKELY
TO OUTPERFORM
THEIR PEERS**

Could your hiring practices be screening out qualified candidates with disabilities?

- Recruitment Strategies
- Application Process
- Interviewing Practices

Recruitment

- Addressing Fears and Stigma
- Recognizing Unconscious Bias
- Intentional Recruiting

Applications & Assessments



- Do you have a welcoming and open culture?
- Are your job descriptions inclusive?
- Is leadership driving diversity?

Applications & Assessments

- **Mind the Gap**
- **Inaccessible Technology**
- **Assessment Questions and Time Outs**
- **Providing Assistance**

Interviewing

Assumptions
Flexibility
Unconscious Bias



Strategies for Recruitment

- Address Fears and Stigma
- Train Staff
- Develop Relationships with Referral Resources
- Partner with Local High Schools and Colleges
- Communicate
- Review Your Job Descriptions

KEY CUSTOMER BASE



Source: Accenture Report 2018

Now it's Your Turn!

Embracing Disability Inclusion



are you
ready?